Systems Operation and Support Technician

Group: Systems Technology

FUNCTION OF THE JOB

Under supervision, to perform a variety of work in the support, operation, and maintenance of countywide computer systems; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Monitors the operation and performance of various computer equipment and networks and takes appropriate action to correct abnormal conditions, including taking equipment on- and off-line.
2. Provides technical assistance to users in troubleshooting computer problems; analyzes and diagnoses the source of the problem; and resolves or refers the problem to appropriate staff.
3. Operates computer equipment and makes appropriate schedules to run jobs such as backups, restores, archiving, or printing, decollating, or bursting reports or forms.
4. Administers system security by determining appropriate user access, assigning user Ids, setting up users on various computer systems, and documenting user access.
5. Maintains detailed logs of daily operations, backups, problems and service requests.
6. Performs database management functions such as data moves, data compiles, data copies across networks and systems, and uploading and downloading data files.
7. Maintains and updates the Standard Operation Procedure Manual.
8. Cleans and maintains equipment, and calls for service repair when needed.
9. Monitors and orders necessary supplies of paper, forms, and other supplies.
10. Establishes and maintains effective working relationships with employees at all levels of the County, staff, and vendors.
11. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of the operation, maintenance, and capabilities of computer hardware, software, networks, and associated peripheral equipment
2. Considerable knowledge of various hardware and operating system languages.
3. Working knowledge of software installation and upgrade practices and procedures
4. Ability to recognize and investigate errors in computer and network operations, and to analyze and resolve user and operating system problems.
5. Ability to operate a variety of computer equipment and to develop appropriate production schedules.
6. Ability to maintain detailed and accurate records.
7. Ability to use physical senses of sight, smell, and hearing to detect abnormal conditions in the operation of equipment and systems.
8. Ability to perform various physical movements in the operation and troubleshooting of equipment and systems. Need to be able to physically lift up to fifty (50) pounds.
9. Ability to communicate effectively, both orally and in writing.
10. Ability to establish and maintain effective working relationships

Training and Experience

1. High school graduation or GED.
2. Two (2) years of work experience in systems support, computer operations or closely related field.
3. Recognized post high school education in computer science or information systems management may be substituted for the work experience requirements on a year-for-year basis.

Refer to Enrolled Ord. 155-058